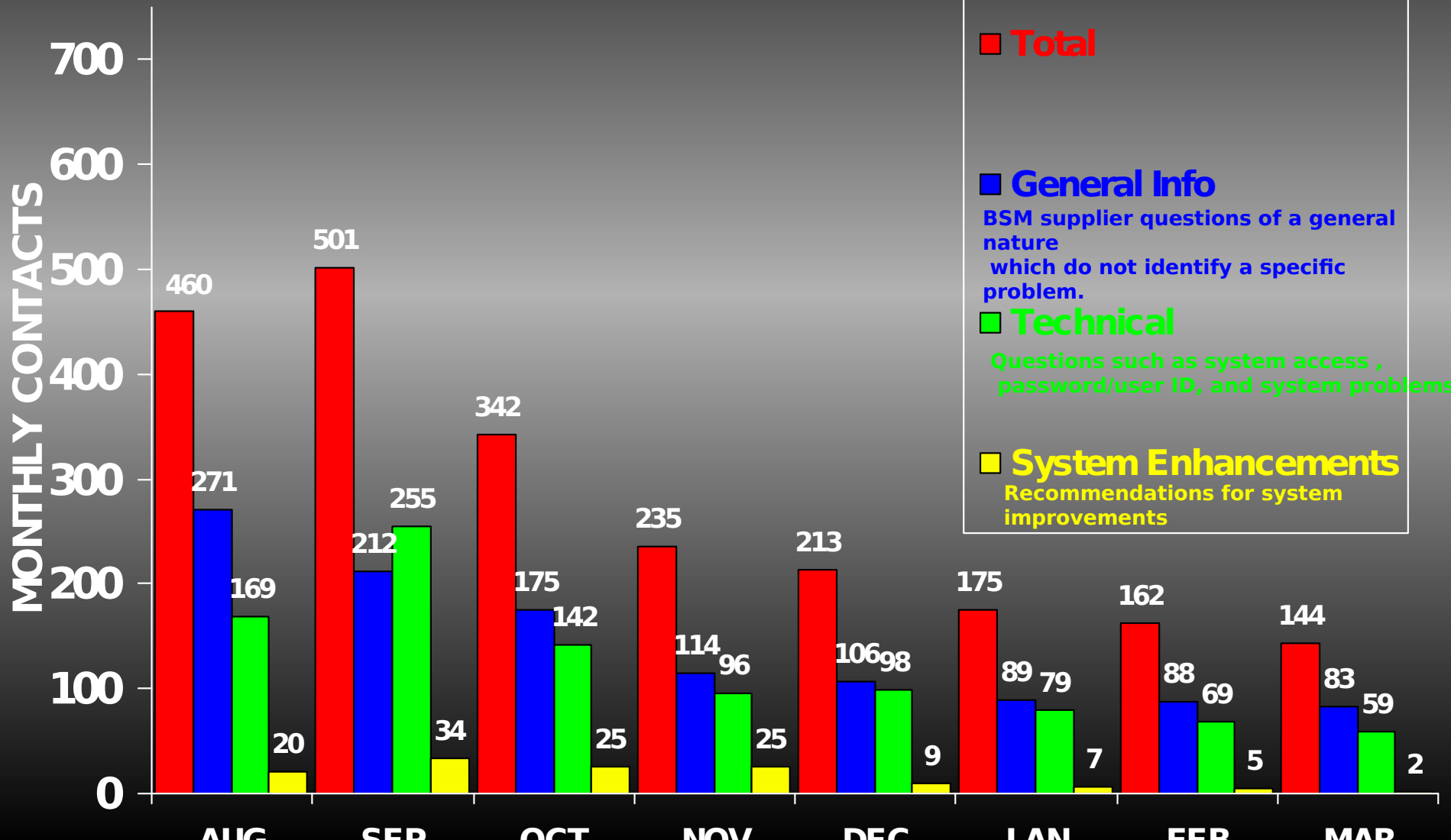




# SRweb RELATED CONTACTS

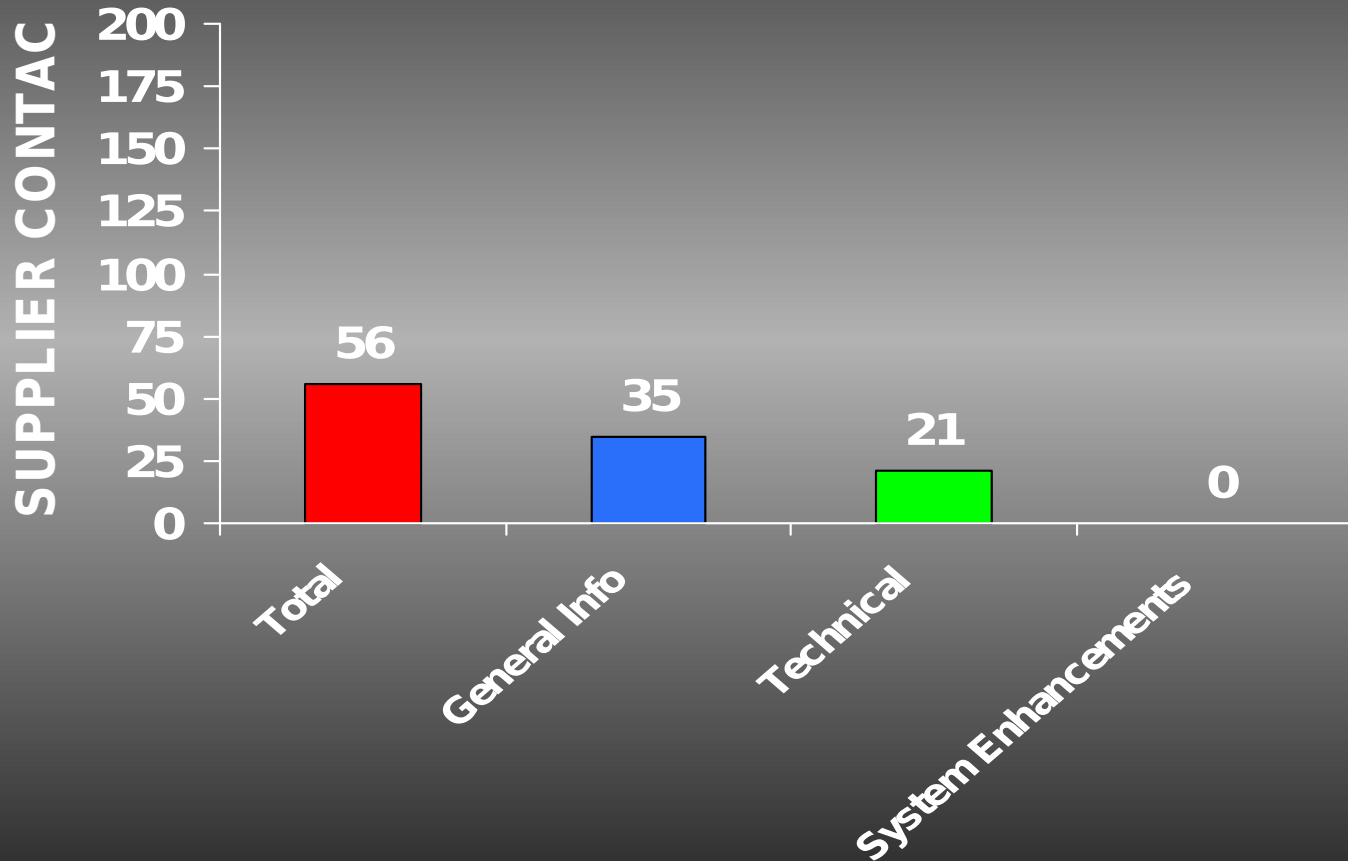
As of 20 MAR 03





# SRweb RELATED CONTACTS

WEEK OF 14-20 MAR 03



■ **Total**

■ **General Info**

BSM supplier questions of a general nature which do not identify a specific problem.

■ **Technical**

Questions such as system access password/user ID, and system problems

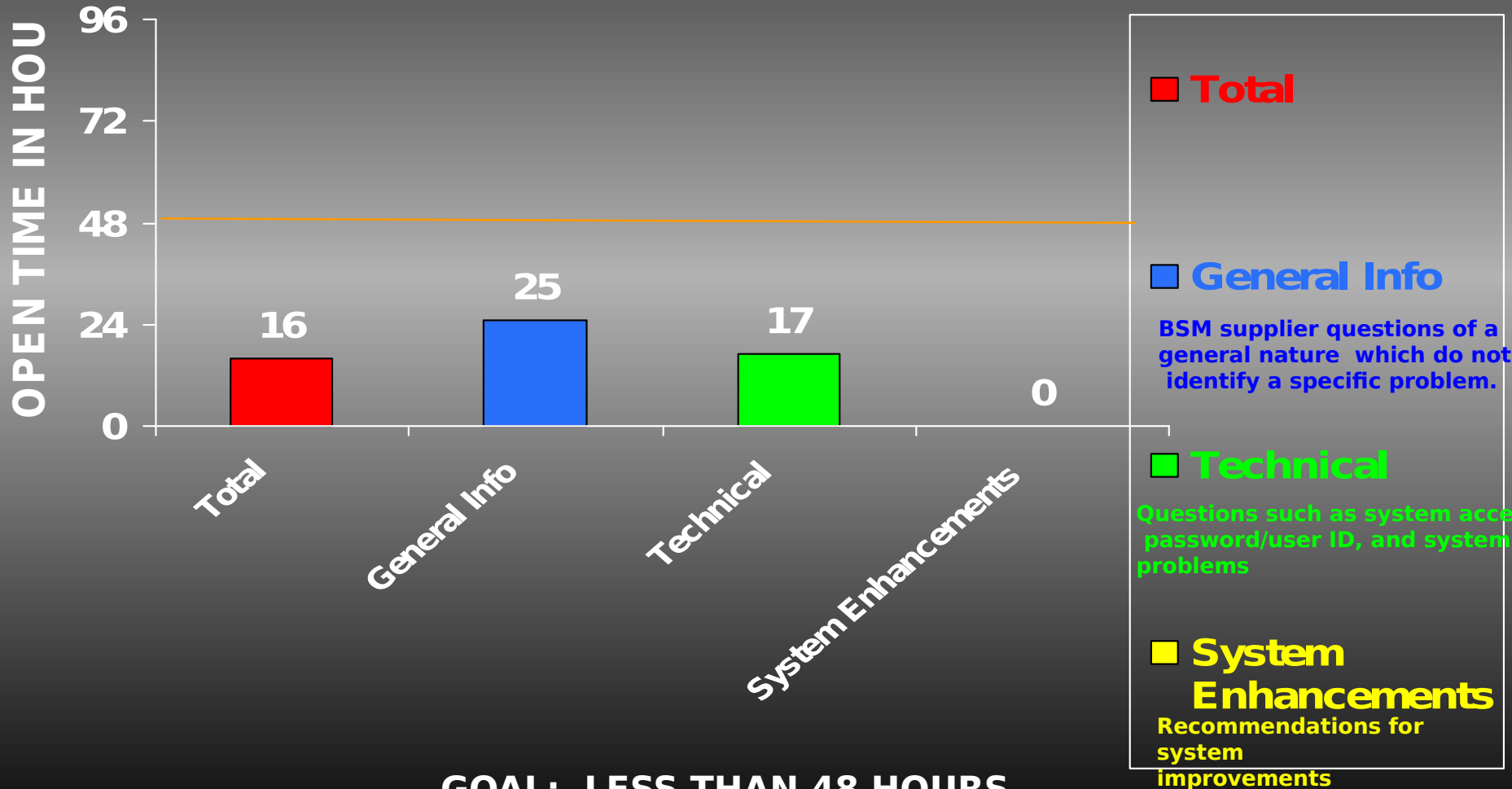
■ **System Enhancements**

Recommendations for system improvements



# SRweb ISSUES

Average Resolution Time  
WEEK OF 14-20 MAR 03

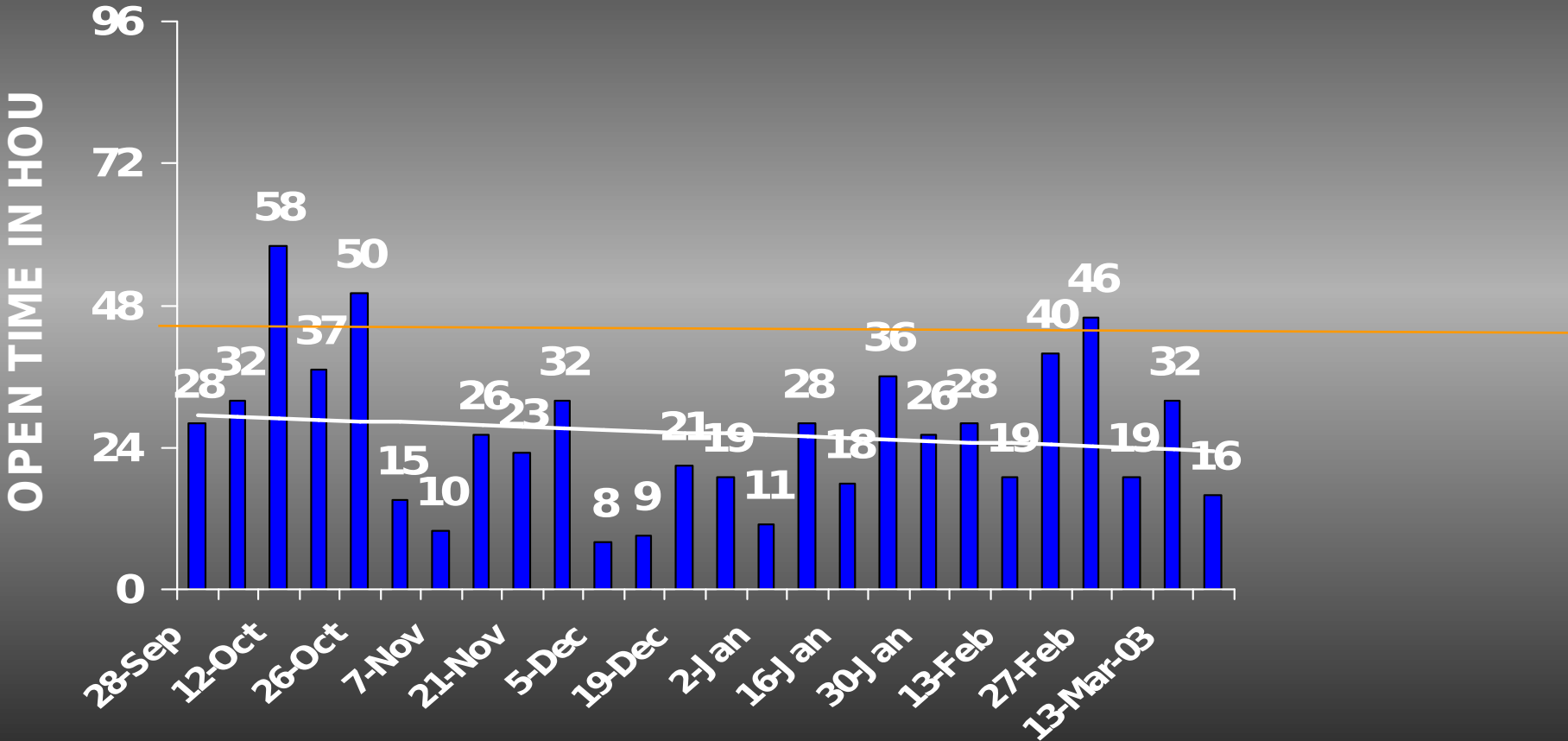


GOAL: LESS THAN 48 HOURS



# SRweb ISSUES

## Average Resolution Time (Trend)



**GOAL: LESS THAN 48 HOURS**